



# Telephone Service Center Telenews

Second Edition

April 2003

## GSM Cellular Service Comes to the Hill

### Special Interest:

- GSM Cellular Service
- Cellular Q & A's

Global System for Mobile Communications (GSM) is a wireless telecommunication standard that delivers circuit-switched 56.6 kbps data connections. The majority of the world (except Korea, Japan and Brazil) uses GSM technology. AT&T Wireless will be providing GSM service on the Hill.

### Benefits of GSM

**Number portability:** For those who travel extensively, users will be able to have one cellular phone; use it domestically and internationally and keep the same number.

**Newest phones and features:** The latest phones provided by AT&T Wireless will all be GSM. Depending on which phone is selected, features can include full color displays, Bluetooth wireless capability, Java applications and data transfer.

**Increased Lab Reception:** AT&T Wireless is currently installing cellular micro cells on the Hill. This is to provide enhanced signal strength for GSM cell phone users. The strategy is to bring reception to those who currently cannot use a cell phone at their location, (e.g. buildings 6 and 74). Installation should be complete by end of April.

### Limitations of GSM

**Upgrade delays:** If you wish to have a new phone or do not mind a new number, you will be able to have same day pick up of an in-stock GSM phone. If you already have a Lab cell phone and wish to upgrade to a new GSM phone, there will be a delay of up to four days. The delay is due to AT&T Wireless programming the existing number onto the new phone.

**Recommendations:** At this time, TSC's Adams Lee recommends GSM for users who plan a great deal of international travel, currently cannot receive any cellular coverage on the Hill or who require a PDA phone. All others should continue with their current cellular service/equipment.



### Where's My February Cellular Bill?

You might have wondered why you didn't receive a copy of your February cellular bill. The Cellular policy is being revisited by all three Laboratories; Berkeley, Livermore and Los Alamos. The goal is to develop a policy that is consistent across the three Labs. Until the policy is finalized, an interim cellular usage review process will be put in place.

The cellular bills will be sent by TSC to the cellular user on a quarterly basis. After reviewing his/her usage, the user will then forward the signed form, and reimbursement if applicable, to their business manager. The business manager will then approve and return to TSC. The user should expect to receive his/her February and March bills in April.

As always, TSC's website <http://tscweb.lbl.gov> is your best resource for the latest changes in process, services and products.

### TSC Contacts:

- **General Questions-**  
Telephone Service Center -7997
- **Acct. No. Changes -**  
Terry Munoz -6434
- **Calling Cards-**  
Terry Munoz -6434
- **Cellular Service/Equipment-**  
Adams Lee -4966
- **Customer Billing-**  
Rachel Norton -5674
- **Repair-**  
Telephone Service Center -7997
- **Telenews Comments or Suggestions**  
Janice Smith -5778
- **Telephone Adds/Moves/Changes**  
Linda Tripp-Sopher -6442
- **Voice Mail-**  
Charlene Stovall -6170

\*Moves, Adds, Changes

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## Most Often Asked Questions

Q: How do I obtain a cellular phone?

A: You may request a cell phone by e-mailing TSC at [tsc@lbl.gov](mailto:tsc@lbl.gov) with the following information:

- User name
- Type of equipment
- Type of calling plan (optional)
- Purchase project ID
- Monthly project ID (if different from the purchase project ID)
- Proper approval (Division Director, Deputy Division Director or Operations Department Head required)
- All cellular users are required to read the Cellular Guidelines located on <http://tscweb.lbl.gov/cellular/cellular.guidelines> and respond via e-mail or in writing that they concur.

Q: How do I find out what type of phones and calling plans are being offered?

A: Currently there are 5 different types of phones available along with 14 different calling plans. For the most up-to-date information, visit TSC's web site <http://tscweb.lbl.gov>.

Q: If I am calling a Lab extension from a Lab issued cellular phone, do I dial the 7-digit number?

A: On lab cell phones, serviced by AT&T, we have a feature called Office Dialing that allows calling an individual's extension by dialing just the four digits regardless of which area code you are in.

Q: If I need emergency on-site services, do I dial 7911 from my cell phone?

A: No, 7911 can only be dialed from an on-site Laboratory land line. In case of emergency, cellular phone users should dial 911. Remember when dialing 911 from a cellular phone you will need to give the location to emergency personnel.

### Did You Know?

With changing cellular technology you may find that your organization has cellular phones that are no longer required.

You may turn in your unneeded cellular phones to TSC. New customers, who agree that their cellular needs can be met by these recycled phones, will be issued one without an equipment charge.

### Telephone Service Center Recharge Cut-Off Date Changed to 20th of the Month

In order to comply with the new DOE deadlines for financial reporting, the Telephone Service Center will cut off telecommunication recharges on the 20th of the month. If the 20th falls on a holiday or weekend, the cutoff will be at the close of business the prior workday.

*For more information, Visit TSC's home page at <http://tscweb.lbl.gov>*